



Services Agreement

*Creative Design.
Powerful Technology.
Smarter Marketing.*

MARIAN UNIVERSITY

PCS Maintenance/Support Services

October 1, 2025 – September 30, 2026

Kent Dickinson

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Beacon Technologies, Inc.
164 Thatcher Road
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www.beacontechologies.com

October 10, 2025

Scope of Work for PCS Maintenance/Support Services

Beacon Technologies, Inc. (Beacon) shall provide Maintenance & Support Services to **MARIAN UNIVERSITY** ("Customer"), as defined in Beacon's Standard PCS Policy & Procedures (See Appendix A below), in support of the Customer's website, and/or in support of other services provided by Beacon (e.g. Digital Marketing, Technical Support, Hosting) for which the Customer has contracted for, per their respective policies and procedures.

Statement of Work & Fees

Beacon will provide the services listed below on an as-requested basis for the term of this agreement. Beacon's Project Manager will work with your assigned point of contact to define projects/tasks and how the hours should be allocated.

- **Pay As You Go Plan ("PAYG").** Unless you select one of the Ongoing Maintenance Plans below (Options B or C), Beacon will charge its current PAYG rate for any ad hoc work that you request. Our current standard hourly rate is \$165, but since you are an existing customer, it is discounted 7.5% to \$153 per hour. This rate is only for reference purposes as it may change at any time.
- **Ongoing Maintenance Plans.** Because updates and support are not only typical, but essential, Beacon offers two additional plans to help you plan, lock in rates, spread out the cost and take advantage of deeper discounts.
- **Select a Plan.**

PCS Maintenance / Support Services			
Duration (Months)	Total Hours	Start Date	End Date
12	35	1-Oct-2025	30-Sep-2026
Maintenance Plan Options			
A. Pay As You Go Plan (\$153/hour, 7.5% discount)			\$153 / hour
B. Fixed Monthly Fee Plan (\$144/hour, 12.5% discount)			\$300 / month
C. Pay In Full Plan (\$138/hour, 16.5% discount)			\$4,830 / up front
Option Selected (A, B or C):			Option C

Includes project management support. Discounts are off our standard \$165 rate/hour.

Examples of services and tasks that are included under this agreement (but not limited to this list):

- Project Analysis and Strategy
- IT Support (Hardware, Software, Network)
- Graphical Design
- CMS: Development, Task and Content Updates, Workflow Support
- General Website Maintenance
- Website Design and Functionality Enhancements
- HTML Development
- Content Strategy, Content Development, Copywriting, Copyediting, Development

- Digital Marketing Support (Google Analytics/Tag Manager, SEO, Paid Search, Social)
- Web Health/Accessibility Remediation

Agreement Level Terms and Conditions

- **Annual Rate Adjustment.** To stay on the forefront of tools & technology and retain quality creative, technical and leadership staff, Beacon’s rate structure is typically increased by 2-4% each calendar year. Current rates are guaranteed for the duration of this contract.
- Upon receipt of the signed contract (the “Agreement”), the Customer will be invoiced based on the option selected above.
- Travel expenses are not expected for this project, but if deemed necessary at a later date, Beacon will notify Customer and obtain approval first.
- The Customer will provide all text content, data, images, graphics, and logos in electronic format compatible with Beacon’s current software tool set.
- State and local taxes and any other vendor fees that are required to perform this project are not included in this quote and will be passed through separately as the expenses are incurred.

Entire Agreement

Both parties hereto agree that this Agreement and Beacon’s Master Terms and Conditions, as currently in effect, along with Beacon’s Standard PCS Maintenance/Support Policies & Terms (Appendix A below), constitute the full understanding of the parties. In the event of any conflict between the terms of this Agreement and the Master Terms and Conditions, the former shall take precedence. This Agreement may not be modified or amended except in a writing signed by a duly authorized representative of each party; no other document, usage or custom shall be deemed to amend or modify this Agreement.

Marian University

Beacon Technologies, Inc.

Signature: _____
Date: _____

Signature: _____
Date: _____

Appendix A: Beacon's Standard PCS Maintenance/Support Policies & Terms

OVERVIEW

Beacon Technologies, Inc. (Beacon) shall provide Maintenance & Support Services, as defined within this Appendix in support of the Customer's website or other services provided by Beacon that are typically under a separate agreement's policies and terms (IT Services, Hosting, Digital Marketing). Beacon has established its Preferred Client Services (PCS) division to specifically handle maintenance & support services ONLY for its customers. Change requests are facilitated through **Modification Requests (MR)** that are submitted by the Customer directly to our PCS Maintenance Group via email at pcs@beacontec.com or by phone at 336-232-5699.

MRs will be entered into ConnectWise, Beacon's MR tracking and management system, to ensure that all requests are handled and moved through Beacon's work queue. Beacon will perform all submitted Modification Requests in the order they are received. The Customer will be offered a final review to approve the work associated with each Modification Request before the changes go "live." The typical turn-around time for completion of the requests will be 2 to 5 days, depending on the size and/or type of the request, along with the current PCS workload.

Expedited requests will be completed no later than the end of the next business day if feasible. Feasibility will be determined by Beacon and will depend on the size and scope of the request.

MODIFICATION REQUEST DEFINITIONS

Modification Requests are requests to modify a feature or information on your website or support other Beacon-provided services.

For websites, PCS fulfills requests for maintenance and minor enhancements (as defined below) that will generally take less than 24 hours of labor to accomplish, which includes time for design, development, testing, and implementation.

- **"Maintenance"** is defined as modifications that affect existing information and do not impact the navigational schema, database schema, transactional process flow, or general organization of the site. Examples of maintenance include, but are not limited to, updating existing text (wording, format, etc.), replacing existing images, updating database reference data, updating existing static hyperlinks, etc.
- **"Minor enhancement"** is defined as modifications that improve or change existing information or features, but do not significantly impact the navigational schema, database schema, transactional process flow, or general organization of the site. Examples of a minor enhancement include, but are not limited to, adding or removing links from lower tiers, low impact database structure changes (determined by Beacon's system engineer), adding or removing images or graphics, modifications to email forms, etc.
- Any request that Beacon determines will exceed 24 hours of labor to complete, involves code not implemented by Beacon, or may substantially impact a database structure, navigational scheme, transactional process flow, or general organization of the site will be labeled as a **"Major Enhancement"** and may be forwarded to the customer's Account Executive or Project Manager for further discussion and scheduling.

FEE MANAGEMENT

Customers will be invoiced as contracted in the Statement of Work and Fees section above. Beacon will provide the Customer with a time and cost estimate for each Modification Request that is submitted, which must be approved by the Customer before the associated work is performed.

Expedited PCS Rate: 150% (1.5X) the contracted rate. At the customer's request, MRs may be moved to a priority queue that is serviced ahead of non-priority MRs and is available to all Customers. This rate may change annually at Beacon's full discretion.

TERMS & CONDITIONS

- Billing occurs at the end of each month in which work was performed unless the prepaid option is selected.
- Payment shall be due upon receipt of the invoice.
- Beacon reserves the right to modify the Statement of Services and/or Modification Request Definitions at any time and will notify PCS Customers accordingly.